

**Welcome to River View Manor Inc.**



Updated May 2024

**Resident and Family Handbook**



**Respect   Compassion   Teamwork   Honesty   Integrity**  
**Accountability   Commitment to Improvement**

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## Welcome

**River View Manor**  
**96 Hospital Street**  
**Bath, NB, E7L 1B9**  
**Telephone (506) 278-6030**  
**Fax (506) 278-5962**  
**Website [www.riverviewmanor.ca](http://www.riverviewmanor.ca)**

On behalf of the Board of Directors, Staff and Volunteers, we welcome you to River View Manor. Through our caring staff, the furnishings, and our services we strive to create a home-like environment for our residents.

The intention of this handbook is to introduce you to the Manor and its services and policies. We make every effort to ensure each new resident has as comfortable a transition as possible to the Manor.

River View Manor Inc. opened its doors in 1981 following a fund-raising initiative of the Florenceville Rotary Club. The Manor is home for 39 residents. We also have 1 bed to provide short-term relief care. To operate our home 24 hours per day, 7 days per week, we employ about 65 people.

River View Manor Inc. is one of over 70 similar organizations in New Brunswick. We are a non-profit organization. The River View Manor Foundation is a charitable organization that receives and manages charitable donations on behalf of the Manor. All funds donated to the Manor are used to enrich the lives of the Residents who make the Manor their home.

River View Manor Inc. is inspected yearly by the Department of Social Development to ensure that the Nursing Home standards are met.

### **BOARD OF DIRECTORS**

Our Board of Directors is comprised of 10 to 15 volunteers that come from various communities in the District of Carleton North. Through its governance role, the Board is responsible for ensuring the quality and safety of resident care and for ensuring that the resources of the organization are used appropriately. The Board of Directors meet monthly throughout the year for a minimum of 10 meetings per year. The Board ensures the Manor provides the kind of services needed by our residents and community.

### **OUR MISSION**

River View Manor is a compassionate provider of resident centered long term care serving the communities in the District of Carleton North.

## OUR PHILOSOPHY

We believe in providing an environment conducive to an optimum level of wellness for residents, regardless of race, color, creed, national origin or ability to pay. We believe in an environment conducive to job satisfaction and personal growth for employees. We believe in developing and maintaining a collaborative relationship with the community.

## OUR VALUES

At River View Manor, our core values include:

- **Respect** for each individual  
We treat everyone at River View Manor with fairness, equity, and respect.  
We value the opinions and perspectives of all members of the health care team.  
We listen and respond.
- **Compassion** for the residents we serve  
We strive to understand the challenges and suffering of others and do what we can to help them.
- **Commitment to improvement**  
We are **willing to learn**, make changes and share ideas.
- **Team Work** -Working together  
We recognize the importance of working together and seeking the ideas of others who work or live at the Manor.
- **Accountability** for our actions  
We are willing to take responsibility for our actions.
- **Honesty and integrity**  
We follow through on our commitments and keep our promises.

## RELIEF CARE BED

The Department of Social Development sponsors the relief bed program in nursing homes in New Brunswick. River View Manor Inc. has one bed for this program. The Relief Care Bed provides a planned period of relief for the care giver.

Families wishing to use this service may contact the Administrator or Director of Nursing at 278-6030.

## SPONSOR OR RESPONSIBLE PARTY

Each resident must have a designated person as a sponsor, agent or responsible party to assist them with specific personal matters not provided by the Home such as financial affairs. Residents may give a power of attorney to another person to have authority to act for them in relation to property, financial matters and/or personal care. Where a person has been given power of attorney this legal documentation must be provided to the Home.

Information on powers of attorney is available in our Business Office or through Public Legal Education and Information Services of New Brunswick. (506) 453-5369. [www.legal-info-legale.nb.ca](http://www.legal-info-legale.nb.ca)

Residents and families will be asked for a copy of Power of Attorney at the time of Admission. We will keep a copy on the business office as well as the resident's chart.

### **New Brunswick Seniors Advocate**

The New Brunswick Senior's Advocate is an Office of the Legislative Assembly, independent from any departments of the Government of New Brunswick. They strive to ensure that seniors and vulnerable adult's rights and interests are respected regarding services offered by government and by nursing homes. They act confidentially to ensure that concerns about access to appropriate services are addressed effectively.

#### **Contact Information:**

1-888-465-1100  
(506) 453-2789

NB Senior's Advocate  
PO Box 6000  
548 York Street  
Fredericton, NB  
E3B 5H1

Website: [www.nbseniorsadvocate.ca](http://www.nbseniorsadvocate.ca)

Email: [advocate-defenseur@gnb.ca](mailto:advocate-defenseur@gnb.ca)

#### **Resident Concern Process**

Resident Council Meetings are held monthly to provide residents with an opportunity to discuss concerns. Resident Reviews are held within 4 weeks of admission and yearly thereafter. River View Manor has a Resident Concern Policy in place to address any concerns with resident care (Policy A-V-30). Please see Appendix B at the end of the handbook for the Resident Concern Process.

## ACCOMMODATION

### Rooms

*Our Home* accommodates 40 resident care beds. This includes one relief care bed. We have a combination of private and semi-private rooms. Each room has a bathroom and a closet.

All living areas, apart from resident's personal room and attached bathroom are commonly shared by all residents.

Designation of rooms is based on the needs and preferences of the individual residents and the availability of required accommodations. We make every effort to accommodate the preferences of residents in their choice of rooms. However, the Home from time to time may need to transfer a resident from one room to another room within the facility.

### Furnishings

The Home provides basic furnishings, linen, and bedding. We encourage our residents (families/sponsors) to bring in personal items such as pictures, small pieces of furniture, comforters, radios, televisions, etc to make rooms as home-like as possible. Because of the need to ensure there is enough space for safety and movement in the rooms there may be the need to limit the amount of furniture. Maintenance staff is available to assist with moving personal items and furniture and will inspect furniture and electric appliances to ensure safety for the residents.

Resident's dressers from home, maximum width is 27 inches (68.58), safety and condition of dresser must be inspected for approval. Televisions brought in from home need to be inspected for approval, maximum width is 19-24 inches (48.26-60.96cm). *Also, as safety precautions, we do not allow the use of heating pads, electric blankets, hot water bottles and extension cords.*

Staff will assist with placing personal items such as pictures, posters etc. on walls. There is one small shelf on the wall for personal items. Photos that can be hung using command hooks can be placed on the walls. Heavier items cannot be accommodated in resident rooms to hang on the walls.

Please check with staff before bringing in larger items of furniture as we must ensure adequate room for staff to be able to provide care for the residents.

### Care of the Room

All cleaning services are carried out by the housekeeping staff. Daily cleaning is done in resident rooms and in common areas.

## Personal Care Supplies

The Home provides several personal care supplies that are included in the daily nursing home rate for residents. The following page lists the personal care supplies covered by the daily rate. Personal items not included on this list are to be purchased by the resident or family or sponsor. However, if a resident has a diagnosed allergy or medical identified sensitivity to any of the provided care supplies the Home will normally provide an alternative at no cost or differential cost. Powders are no longer used for resident care.

### Care Supplies

Absorbent Puffs	Minor medical equipment
Alcohol for medical use	Mouth care supplies (*Colgate toothpaste, *Listerine mouthwash,* Sage toothettes)
	Toothbrushes
Antiseptic and disinfectant preparations	Nail care equipment (clippers, file, etc.)
Applicators, cotton-tipped	Nebulizer masks
Bandages	Needles
Basins (bath, emesis, solution)	Ostomy supplies
Bed pans	Packs, hot & cold
Blood pressure cuffs	Pads, incontinence
Blood sampling supplies	Paper, autoclave
Blood testing strips	Pressure relieving devices
*Professional care lotion	*BIC disposable razors
Catheter (drainage systems, tray, solution)	Rectal tubes
Condom drainage	Saline solution
Poli-grip denture adhesive	Scissors
Denture cleaners	*Arjo shampoo
Denture cups	Sharps disposable containers
Diabetic supplies	*Arjo protector barrier cream
	*Uniderm skin cleanser
Dressing trays	Specimen collecting supplies
Dressing supplies	Spoons (disposable)
Droppers, medicine	Sterile supplies/equipment
Enema kits, disposable	Steri-strips
Kleenex facial tissue	Stethoscopes
*Always Feminine Hygiene Products	Stockinette
Fleet enemas	Straws, flexible
Foot care equipment	Swabs (alcohol & glycerin)
Forceps, disposable surgical	Syringes
Gloves (sterile, unsterile)	Tape
*Gojo foam hand soap	Thermometers and supplies
*Tena incontinence care supplies	Tongue depressors
*Purell Hand Sanitizer	Tub cleaning products
Irrigation solution & trays (Disposable)	Urinals
*Vaseline lubricant and petroleum jelly	Urine testing strips
Medicine cups (paper and plastic)	Water (sterile and distilled)



### **Reducing Scents**

In consideration of our residents and staff who have allergies we discourage the use of perfumes, colognes, and scented personal products such as soaps and deodorants. We also discourage bringing in any heavily scented flowers such as lilies and lilacs.

### **Telephone**

Telephone service in a resident's room is available at a cost to the resident. Arrangements to connect a telephone must be made by the resident or sponsor. If the resident requests a move to another room any associated costs to transfer the phone will be charged to the resident. If, however, the Home initiates a move, then we will cover the phone re-connection charge.

### **Storage of Personal Items**

Families/sponsors are encouraged to check closets and drawers in the spring and fall and remove any seasonal clothing or articles not being used. Because storage space is limited, we ask that families/sponsors take suitcases home. Seasonal decorations brought in by family to decorate the rooms will need to be taken home by family. For example, Christmas trees, decorations.

### **Fire Safety**

The Staff at River View Manor are trained in Fire/Disaster Prevention and Safety procedures. Fire drills are conducted monthly so that staff can practice their knowledge and skills. Whenever the fire alarm is sounded, it is important to remain calm. Staff will begin safety procedures and provide residents and visitors with assistance and instructions. Resident evacuation codes are posted on their room doors.

### **Smoking Policy**

River View Manor is pleased to provide a smoke-free environment. This Smoking Policy is in accordance with the Province of New Brunswick's *Smoke-Free Places Act*. Smoking is not permitted within the building or the outside grounds. In exceptional circumstances and only with permission of the Administrator, a Resident may smoke outside if and only if supervised.

## **Dentures, Eyeglasses & Hearing Aids**

Residents are encouraged to have their name inscribed on their dentures, eyeglasses, and hearing aids to facilitate identification by staff if they become lost or misplaced.

The Home cannot assume responsibility for lost items.

## **Television**

Cable television hook-up is available in each room. Televisions must be checked and installed by our Maintenance staff.

A monthly charge for those residents using this cable service is issued at the first of each month.

## **MEDICAL SERVICES**

There is one physician, Dr. Bruce Lockhart, who serves our residents as part of our multidisciplinary team. His regular visits are scheduled for every second Tuesday.

Residents retain the right to choose their own physician to provide care. The physician must be licensed to practice in New Brunswick and agree to adhere to the rules and regulations established by the Home.

## **Other Medical Services**

Laboratory, X-ray, and other diagnostic services are provided through River Valley Health with the results forwarded to River View Manor. If the resident is required to go to the hospital for tests, arrangements are made with the family, sponsor, or the ambulance service to take the resident to the hospital.

Arrangements can also be made for eye, dental, or other medical appointments outside the nursing home. The resident is responsible for any costs associated with the transportation or examinations.

Foot care services are available at a reasonable cost. The family/resident is responsible for this cost and payment is arranged through the business office.

## **NURSING SERVICES**

### **Organization**

The Nursing Department is under the direction of the Director of Nursing. The Nursing staff, who include Registered Nurses, Licensed Practical Nurses, and Resident Attendants, provide twenty-four hour a day care to residents.

On admission to River View Manor Inc., each resident is met by a Registered Nurse. This nurse is the principal contact for questions and concerns for both the resident and family. The Registered Nurse co-ordinates a comprehensive assessment of the resident's needs, abilities and wishes. The assessment brings together the input of other care givers, such as Physicians, Nursing Staff, Dietitian and Activity Director, as well as the family. The Registered Nurse develops a plan of care to meet the physical, emotional, and spiritual needs of each resident.

Day-to-day beside care is provided by Resident Attendants and Licensed Practical Nurses, always under the direction of a Registered Nurse. In the event of an illness requiring hospitalization, a member of the nursing staff will notify the resident's next-of-kin.

### **Restraints**

Consistent with the Home's philosophy and with provincial regulations a restraint will only be used after all alternative measures have been taken to ensure resident safety. Restraints include physical barriers to movement as well as various medications. Residents and family members are always welcome to discuss the use of restraints with the Registered Nurse or Director of Nursing. Consents will be obtained for restraints and ongoing assessments, monitoring and evaluations completed as per our facility policy. These policies meet the standards for nursing home practices outlined by Social Development.

## **REHABILITATION SERVICES**

Rehabilitation services are available to our residents through the Extra Mural Program. These include Occupational Therapy, Physiotherapy, and Speech Therapy.

## **PHARMACY SERVICES**

All medications required by the residents are ordered by the attending physician, supplied by the pharmacy and administered by the Registered Nurse or Licensed Practical Nurse. Residents are not allowed to keep prescription or over the counter medications on their person or in their room without the authorization of the physician and a locked container for safe storage. Family is asked not to bring any medications to the manor for the resident. Questions or concerns about a resident's medication should be directed to the R.N. or the attending physician.

The Home supplies basic medications required by residents. Families or sponsors are notified of any medication costs not covered by the New Brunswick Prescription Drug program or a resident's private drug plan.

## **DENTAL AND OPTOMETRIST SERVICES**

Arrangements are made for residents who require dental services or optometric (eye) services. Any costs for these services not covered by private insurance or public programs are the responsibility of the residents. The resident is responsible for any costs associated with the transportation to any appointments for these services.

## **SPIRITUAL CARE SERVICES**

The Home is non-denominational and welcomes clergy of all faiths. Daily devotions, a weekly Bible study class and Sunday services are provided. Throughout the year special services are held to commemorate religious holidays.

## **PSYCHOSOCIAL CARE**

Referrals can be made to Extra Mural Social Work or Horizon Health Mental Health, for those needing counselling or additional mental health psychosocial support.

## **NUTRITIONAL AND FOOD SERVICES**

Providing nutritious meals and snacks to residents is the role of the Nutrition and Food Services Department. A Clinical Dietician is available at the Home one day a week. They assess the nutritional and dietary needs of each resident and plans the menus for the meals served at the Home. Menus are based on Canada's Food Guide. A qualified Food Services Supervisor oversees the operations of the kitchen and works closely with the Clinical Dietician and Nursing Staff.

Any specific food request or dietary restrictions should be discussed with the Dietary Supervisor and or the Registered Dietician at the time of admission or with any new dietary needs.

Families of our Residents are encouraged to join them for meals. There is a nominal cost and reasonable advance notice required for this service.

### **Food Safety**

Families or friends may bring in a meal to eat with a specific resident but must check with RN or LPN in-charge before giving the food item(s) to the resident. The main dining room is for residents only, family members are not permitted in this area. Please see **Appendix A** for RVM Food safety hand out.

Families or friends may bring in food items for a specific resident:

- Perishable foods brought in for residents should be given and eaten by the residents right away. For food safety reasons any perishable items left in the resident's room will be removed by staff.
- Non-perishable foods may be taken to the resident's room. Please note that some residents may have dietary restrictions as well as be at risk for choking (Foods that may increase the risk of choking are peanuts, trail mix, dried fruit, hard candy, gum, foods containing nuts, seeds, popcorn, grapes, etc.) Residents should not be left alone with these foods but have someone stay with them until they have been eaten. Family members should check with RN in charge before giving the food item(s) to a resident.

- Foods brought in for a specific resident are not normally to be shared with other residents, due to possible food allergies, dietary restrictions, etc., unless the RN in charge confirms it is appropriate to share the food.

## **SUPPORT SERVICES**

Support services consist of three major functions: Laundry, Housekeeping Services and Maintenance. The main purpose of these services is to ensure a clean, safe, and well-maintained building, equipment, and grounds.

### **Laundry Services**

The Laundry service is in operation seven days a week. We process thousands of pounds of laundry a year, about one third of which is personal clothing. All personal clothing and linen are labeled by the Laundry Service. The Manor cannot assume responsibility for personal clothing items lost or damaged. Families should bring all new clothing in a clear bag and take it directly to laundry for immediate labelling. New residents should have clothing taken directly to laundry for items to be labelled.

### **Housekeeping Services**

The Housekeeping Service is in operation seven days a week and is responsible for the cleanliness and aesthetic appearance of the Home.

### **Maintenance Services**

The Maintenance staff is responsible for ensuring that the building and grounds are in good repair, safe and well maintained.

## **ACTIVATION PROGRAMS**

Under the coordination of the Activity Director a broad range of organized therapeutic and recreational programs are offered to our residents to contribute to their quality of life. Current programs include an exercise group, bowling, bingo, current events, musical presentations, tea parties, special breakfasts, and community outings on the Manor bus. We are fortunate to have a bus with a hydraulic lift that enables residents to participate in activities outside the Home. The Manor bus is used for the transportation of Residents as part of the Activation Program.

Families are welcome to attend any program, and especially the special events. Some of the special events which take place during the year are: Valentine Party, St. Patrick's Day party, monthly birthday party, annual family picnic, and Christmas activities.

Daily events are planned for the enjoyment of the residents. A schedule of activities is posted in the dining room.

## **VOLUNTEER SERVICES**

We are fortunate to have an active Volunteer group who assist with the activation programs, special events and fundraising. Volunteers are screened through criminal record checks and Social Development.

## **FINANCIAL SERVICES**

### **Business Office**

The Business office is open Monday to Friday, 8:00 a.m. to 4:00 p.m. with a staff person who will assist in answering questions about billing and financial matters.

### **Nursing Home Rate**

The daily rate is determined by the Department of Social Development. The daily rates cover the individual resident's cost per day, regardless of whether it is a semi-private or private room. Costs to retain a bed while a resident is out on a leave or during a hospital admission continue to be the responsibility of the resident/sponsor.

### **Resident's Care Account**

It is important that resident accounts are paid on time. Payments can be made at the Business Office. Room charges will commence on the day of admission, regardless of the time the resident arrives, and continue each day that the resident lives at the Manor. We encourage automatic payment that can be set up at the time of admission.

### **Financial Assistance for Residents**

In the province of New Brunswick if a person is unable to pay the cost of nursing home services, the person may be eligible for subsidy through the Department of Social Development. The first step in getting a subsidy is to ask for a financial assessment of income and assets. Information about financial assessments is available through the local Department of Social Development at **1-800-442-9799**

All nursing home residents are entitled to receive medications approved under the New Brunswick Prescription Drug Program at no cost. Residents in receipt of provincial assistance from the Department of Social Development are entitled to retain a personal comfort and clothing allowance. The comfort and clothing allowance covers expenses associated with personal items, hair care, clothing, and medications not covered by the New Brunswick Prescription Drug Program and over the counter medications not routinely supplied by the nursing home. Residents who are subsidized are also entitled to a health card providing such benefits as eye glasses, hearing aid and other specific health supplies and are eligible to access the HST rebate.

## OTHER POLICIES AND SERVICES

### Mail Service

Monday to Friday mail delivery service is available. All mail should be addressed to the resident in care of:

River View Manor Inc.  
96 Hospital Street  
Bath, N.B. E7J 1B9

The resident's mail is sorted by office staff and delivered to the resident's room.

Outgoing mail can be posted through the Business Office where postage can be purchased.

### Valuables

River View Manor Inc. cannot assume responsibility for damage to or loss of resident's belongings. Residents are strongly encouraged **NOT** to keep large sums of money or other valuables such as jewelry in their rooms.

### Visiting Policy

Visits from family members and friends can have a very positive impact on the health and well being of a resident. At River View Manor we encourage visits between the hours of 10 am and 6 pm. River View Manor reserves the right to limit visitation in such cases as an infectious outbreak. Designated Support Persons (DSP) will be discussed with families upon admission and during outbreak situations DSPs will be able to visit with their loved ones. Visitation during end-of-life care will allow for family and resident centered approach, visitation will not be limited in this time unless indicated for Outbreak of infectious diseases. If families wish to have large numbers of visitors for a birthday part etc., this can be arranged by contacting the Activity Director, Director of Care, Administrator, or the Nurse in Charge. Visitors must comply with handwashing and any public health guidelines required to safely visit at River View Manor. For the safety of our residents' individuals who are ill or been in contact with anyone with a contagious and infectious disease should not visit. FaceTime video call visits can be arranged through our Activity Director for virtual visits. Visitors who are not respectful of our visitation policy, staff or other residents will be asked to leave. ***River View Manor has a visitation policy in place A-V-85. A Visitor posing a safety risk, being disrespectful of staff, residents or policies may be asked to leave at any time by the Nurse in Charge or Management.***

### **Pet Visitation**

All visitation from animals must be approved by Director of Care, Administrator, or the Nurse in charge. The animal should visit only with the one resident and meet the criteria set out in our Pet Visitation Policy. Pet Therapy animals complete an approved program through St. John Ambulance and may visit any resident that may benefit from this therapy. Residents have the right to refuse visits from Pet Therapy animals.

### **Alcoholic Beverages**

The consumption of alcoholic beverages is at the request of the resident and in consultation with the physician and the Registered Nurse. Any alcoholic beverages belonging to Residents are stored at the Nurses' station.

### **Hairdresser and Barber Services**

Hairdressing and barber services are available to residents at reasonable cost. A hairdresser provides hair care services two days a week while a barber is available once a month.



## **Residents' Council**

There is a monthly meeting of the Residents' Council. The membership of the Council is drawn from residents who meet with the Activity Director to express opinions, suggestions, and concerns. Family members are also welcome to attend. Minutes are taken of the meetings. Any concerns or suggestions from the meetings are provided to the Management staff to address.

## **Resident Multidisciplinary Reviews**

Multidisciplinary review meetings are held within 4 weeks of admission and at least annually for each resident. These reviews include the resident, family and members of the Care Team and Administrator and provide an opportunity to gather and share information about the total care of each resident.

## **FAMILY PARTICIPATION**

We encourage families to participate in celebrating resident birthdays, anniversaries, and other special events and are pleased to assist the family in planning for these events. We also encourage families to take residents out for a drive, to a community event, to their local church or home for an overnight visit. We firmly believe that the continued involvement of the family with the resident plays an important role in enhancing their quality of life.

Activities that residents enjoy include:

- reminiscing through pictures and stories;
- helping to write a letter;
- reading to the resident;
- participating in games, puzzles, or handicrafts;
- discussing articles in the newspapers; and
- participating in resident care such as grooming.

Residents and family members are encouraged to talk to staff about any concerns or issues about their care. It is anticipated that concerns will be dealt with by the RN on duty. If resolution is not achieved, then an issue can be brought to the Director of Nursing. If at that point the issue is not resolved then it can be discussed with the Administrator. If the issue cannot be resolved through the Administrator, then the Resident and/or family member(s) have the option of referring the issue to the Board Chair

We encourage suggestions from residents and families to improve care. Please know that we are committed to addressing any aspect of Resident care in an atmosphere of respect, compassion, and fairness.

## **RESIDENT RIGHTS**

Each resident who lives at River View Manor Inc. has specific rights that are consistent with our core values of respect and compassion.

Each resident who lives at the Manor has:

1. The right to be treated with courtesy and respect.
2. The right to individuality and to be as independent as possible.
3. The right to be free from mental and physical abuse.
4. The right to privacy during treatment and during the care of personal needs.
5. The right to complain about care and services at the Manor and to be provided with opportunities to raise concerns and make suggestions about policies and services.
6. The right to have clinical records kept confidential in accordance with legislation.
7. The right to make decisions about care, daily activities and any medical treatments that may be offered.
8. The right to be properly sheltered, fed, clothed, groomed, and cared for in a manner consistent with one's needs.

**Please see contact information for Seniors Advocate at the front of this handbook.**

**See Appendix B for Resident Concern Process**

## Suggested Clothing and Personal Belongings for Residents of the Manor

We are pleased to provide information about clothing and belongings for Residents at River View Manor.

### Clothing

Clothing that is machine washable such as polyester blends is preferred since it requires minimal ironing and can be properly cleaned and dried by the Laundry Staff. Clothing will have personal name tags applied at the time of admission; however, we cannot be responsible for lost items.

Suggested clothing and personal items

Females	Males
6 under shirts and or 4 bras	6 undershirts
2 pair of shoes (flat soles)	4-6 shirts
1 pairs of slippers (non-skid, washable)	1 pairs of slippers (non-skid, washable)
6 pairs of socks	2 pair of shoes
4 sets of pajamas	4 sets pajamas-
8 underpants if needed	8 underpants if wearing
4-6 pairs of pants or skirts/dresses	6 pairs of pants
6 pairs of socks	6 pairs of socks
4-5 tops for every day	3 sweaters (cotton or acrylic)
3 sweaters/sweat shirts (cotton or acrylic)	3 sweaters/sweat shirts (cotton or acrylic)
Combs/Brush hair items	Combs/Brush hair items
	1 electric shaver
	Personal nose/ears groomer

If a Resident can go outside, minimal outdoor clothing such as a sun hat, scarf, hat/gloves, boots, and jacket will be needed. Due to limited storage, we ask that seasonal clothing be brought in and out of season clothing be stored in the home of a family member or friend. You should plan to go through your loved ones closet a minimum 1-2 times per year. They may require different sizes if they lose or gain weight. As items are taken into resident room you may have to take some items home as cosets can get over crowded making it difficult to keep resident items neat and orderly.

Some residents benefit from wearing adaptive clothing due to limited range of motion and/or mobility. If your family member requires these garments, a member of the care team will reach out to discuss this transition. We have a small amount donated adaptive clothing that has been that may be used as you transition into purchasing specific adaptive clothing for your loved one.

**Blankets:** Residents tend to get a lot of blankets given to them. Residents may have a personal quilt for the top of their beds and can have 2 other blankets. The residents' closets have limited space and there simply is not enough room to store excess blankets.

## Contact Information

Main Telephone Number 506-278-6030

<b>Name/Position</b>	<b>Email</b>
Nanette Walker Administrator	<a href="mailto:rvmadministrator@nb.aibn.com">rvmadministrator@nb.aibn.com</a>
Mirriah Home	<a href="mailto:rvmdoc@nb.aibn.com">rvmdoc@nb.aibn.com</a>
Julie Anderson Business Office	<a href="mailto:andersonj@nb.aibn.com">andersonj@nb.aibn.com</a>
Lisa Patterson Activity Director	<a href="mailto:rvmactivity@nb.aibn.com">rvmactivity@nb.aibn.com</a>
Julie Demerchant Dietary Supervisor	<a href="mailto:rvmkitchen@nb.aibn.com">rvmkitchen@nb.aibn.com</a>
Zach Corrick Maintenance Supervisor	<a href="mailto:rvmmaintenance@nb.aibn.com">rvmmaintenance@nb.aibn.com</a>

### Mailing Address

River View Manor Inc.  
96 Hospital Street  
Bath, N.B. E7J 1B9



### RVM Quick Guidelines:

- Food and meals may be brought in for a specific resident - we ask that you please check in with the RN on duty to ensure it is a safe texture for your loved one to consume.
- Perishable foods brought in for residents should be given and eaten by the residents right away. For food safety reasons any perishable items left in the resident's room will be removed by staff.
- Foods brought in for a specific resident are not normally to be shared with other residents, due to possible food allergies, dietary restrictions, etc.
- Please note that some residents may have dietary restrictions as well as be at risk for choking (Foods that may increase the risk of choking are peanuts, trail mix, dried fruit, hard candy, gum, foods containing nuts, seeds, popcorn, grapes, etc.) Residents should not be left alone with these foods but have someone stay with them until they have been eaten.

## Bringing Food to Family at RVM



### Safe Food Practices:

- Do not prepare food for other people if you are sick.
- Always wash your hands with soap & warm water before and after preparing and serving food, and sanitize all areas you prepare food on.
  - Keep raw and unwashed fruits & vegetables away from cooked and ready-to-eat foods.
- Use new packaging or containers and clearly label food.
- Transport food as quickly as possible. Never leave food sitting in a warm vehicle.
- Keep cold food cold and hot foods hot. If you cannot keep foods hot, chill and reheat at the facility.
- Foods should be eaten within two hours of preparation.
- Do not share home-made treats with other residents and take leftovers home with you.

## Appendix B



### Resident or Family Concerns

The process for addressing any concerns should be as follows:

Address your concern with the staff involved: **Resident Attendant, LPN or RN. There is always an LPN or RN in Charge at all times.** Staff names are listed on the white board directly across from Upper Nurses Station



If the concern has not been addressed properly; or if you would like to discuss it further you should reach out to the **Director of Care Mirriah Home**



If the concern has brought to Director of Care and concern remains the **Director of Care and Administrator** will meet with the resident/family



If family/resident have met with Administrator and Director of Care and no improvements are being made they can reach out to the local Liaison Officer responsible for this nursing home under Social Development. For River View Manor that would be:

**Liaison Officer Louis Levesque**

[Adult Community Resources \(Unit\)](#)

[Social Development](#)

**Contact Information**

Phone : (506) 759-5913

Fax : (506) 457-4909

Email : [louis.levesque@gnb.ca](mailto:louis.levesque@gnb.ca)

The other resource for bringing forth concerns at any time is for resident/family to reach out to **Seniors Advocate. Toll Free: 1-888-465-1100**

New Brunswick  
**Seniors'**  
Advocate



Défenseur des  
**ânés**  
du Nouveau-Brunswick